

Jag Singh

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Experience

Microsoft

Support Engineer, XBOX Refunds (Interim) | Remote

March 2020—Present

- Analyze customer data for financial troubleshooting.
- Perform criteria checks for refund eligibility and fraud prevention.
- Process multiple cases per day to reduce customer wait time and increase satisfaction.
- Quickly learn new tools and train peers to support overwhelmed teams remotely.

Product Advisor | Redmond, WA | Bellevue, WA

May 2018—Present

- Deliver workshops and personal trainings to educate and inspire clients.
- Generate business leads to grow the sales pipeline and generate recurring revenue.
- Troubleshoot and resolve common technical problems.
- Lead hands-on demos of Microsoft products to create new fans and drive excitement in store.

Projects

[Cryptocurrency Lottery](#)

Built a text based lottery game to demonstrate the security of cryptocurrency private keys.

Skills: Python, Cryptographic Libraries, Blockchain APIs

[Attacks on Apéry's Constant](#)

Ongoing attempt at solving a 375 year old problem in pure mathematics.

Skills: Python, LaTeX, Mathematical Analysis, Technical Writing

Education

Bachelor of Arts in Communications | University of Washington

2014–2017

- Coursework included advanced public speaking and a concentration in mathematics.

Skills

Programming Languages: Python

Database Management: SQL

Markup & Web: LaTeX, HTML, CSS

Productivity: Microsoft Office 365, Apple iWork, Google G Suite

Languages: English, Punjabi